Health Boards

Goal:

Timely resolution of complaints. High quality service to health professionals.

Key Outcomes

Source/Frequency/Time Lag

	Ongoing - 2
	months after
	Sunset Review
1. Most Recent Sunset Review Status	Received
Acupuncture	
Audiology/Hearing Aid Dispenser/Speech Language Path	ologists
Chiropractic and Massage Therapists	
Dental	
Dietetic Practice	
Morticians and Funeral Directors	
Nursing	
Nursing Home Administrators	
Occupational Therapy	
Optometry	
Pharmacy	
Physical Therapists	
Physicians	
Podiatry	
Professional Counselors and Therapists	
Psychology	
Residential Child Care	
Social Work	

Strategy A: Track the Health Boards workload.

1. New Licenses and Certificates.	Board Date/ Monthly/ 1 month lag	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Acupuncture												
Audiology/Hearing Aid Dispenser/Speech Langua	age Pathologists											
Chiropractic and Massage Therapists												
Dental												
Dietetic Practice												
Morticians and Funeral Directors												
Nursing												
Nursing Home Administrators												

Occupational Therapy											
Optometry											
Pharmacy	229	264	296	195	211	241	388	437	361	703	616
Physical Therapists											
Physicians											
Podiatry											
Professional Counselors and Therapists											
Psychology											
Residential Child Care											
Social Work											

2. Renewed Licenses and Certificates	Board Date/ Monthly/ 1 month lag	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Acupuncture					-							
Audiology/Hearing Aid Dispenser/Speech Langua	age Pathologists											
Chiropractic and Massage Therapists												
Dental												
Dietetic Practice												
Morticians and Funeral Directors												
Nursing												
Nursing Home Administrators												
Occupational Therapy												
Optometry												
Pharmacy		688	613	610	703	724	934	876	746	897	852	776
Physical Therapists												
Physicians												
Podiatry												
Professional Counselors and Therapists												
Psychology												
Residential Child Care											_	
Social Work		_										

3. Number of active Licensees or Certificate Holders	Board Date/ Monthly/ 1 month lag	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Acupuncture												
Audiology/Hearing Aid Dispenser/Speech Language I	Pathologists											
Chiropractic and Massage Therapists												
Dental												
Dietetic Practice												
Morticians and Funeral Directors												
Nursing												
Nursing Home Administrators												
Occupational Therapy												

Optometry											
Pharmacy	23013	23264	23413	23471	23667	23892	23752	24118	23975	23400	23598
Physical Therapists											
Physicians											
Podiatry											
Professional Counselors and Therapists											
Psychology											
Residential Child Care											
Social Work											

Strategy B: Measure and resolve Complaints.

1. Number of Complaints Received	Board Date/ Monthly/											
	1 month lag	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Acupuncture												
Audiology/Hearing Aid Dispenser/Speech Language	Pathologists											
Chiropractic and Massage Therapists												
Dental												
Dietetic Practice												
Morticians and Funeral Directors												
Nursing												
Nursing Home Administrators												
Occupational Therapy												
Optometry												
Pharmacy		30	22	23	23	19	35	32	38	27	17	23
Physical Therapists												
Physicians												
Podiatry												
Professional Counselors and Therapists												
Psychology												
Residential Child Care												
Social Work									-			

2. Resolved Complaints during month (i.e. led to summary action, dismissal, or disciplinary action)	Board Date/ Monthly/ 1 month lag	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Acupuncture												
Audiology/Hearing Aid Dispenser/Speech Language Pat	thologists											
Chiropractic and Massage Therapists												
Dental												
Dietetic Practice												
Morticians and Funeral Directors												
Nursing						•						
Nursing Home Administrators						•						

Occupational Therapy											
Optometry											
Pharmacy	33	21	34	27	40	24	24	33	25	32	29
Physical Therapists											
Physicians											
Podiatry											
Professional Counselors and Therapists											
Psychology											
Residential Child Care											
Social Work											

3. Number of actions within goals (goals in parenthesis).	Board Date/											
	Monthly/ 1 month lag	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	0ct-15	Nov-15
Acupuncture (100% in 180 days)					_	-			_			
Audiology/Hearing Aid Dispenser/Speech Language Pa (100% in 180 days)	thologists											
Chiropractic and Massage Therapists (100% in 180 day	/s)											
Dental (85%in 180 days)												
Dietetic Practice (100% in 180 days)												
Morticians and Funeral Directors (100% in 180 days)												
Nursing (70% in 270 days)												l
Nursing Home Administrators (100% in 195 days)												l
Occupational Therapy (100% in 180 days)												l
Optometry (100% in 180 days)												<u> </u>
Pharmacy (85% in 90 days)		27/33	12/21	26/34	15/27	27/40	15/24	19/24	22/33	17/25	20/32	19/23
Physical Therapists (100% in 120 days)												<u> </u>
Physicians (95% in 18 months)												<u> </u>
Podiatry (98% in 180 days)												<u> </u>
Professional Counselors and Therapists (100% in 180 of	days)											<u> </u>
Psychology (100% in 180 days)												l
Residential Child Care (100% in 30 days)	_											<u> </u>
Social Work (95% in 190 days)						•						

Strategy C: Measure Disciplinary actions.

1. Number of final disciplinary actions taken	Board Date/ Monthly/ 1 month lag	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Acupuncture												
Audiology/Hearing Aid Dispenser/Speech Langua	ige Pathologists											
Chiropractic and Massage Therapists												
Dental												
Dietetic Practice												
Morticians and Funeral Directors												
Nursing												

Nursing Home Administrators											
Occupational Therapy											
Optometry											
Pharmacy	5	8	8	1	7	3	6	4	9	7	2
Physical Therapists											
Physicians											
Podiatry											
Professional Counselors and Therapists											
Psychology											
Residential Child Care											
Social Work											

Strategy D: Measure Summary actions.

1. Number of Summary Actions taken	Board Date/											
	Monthly/ 1 month lag	Jan-15	Feb15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Acupuncture												
Audiology/Hearing Aid Dispenser/Speech Langua	ge Pathologists											
Chiropractic and Massage Therapists												
Dental												
Dietetic Practice												
Morticians and Funeral Directors												
Nursing												
Nursing Home Administrators												
Occupational Therapy												
Optometry												
Pharmacy		2	0	0	0	1	1	2	1	0	2	1
Physical Therapists												
Physicians												
Podiatry												
Professional Counselors and Therapists												
Psychology												
Residential Child Care	•											
Social Work												

2. Average (mean) days to complete (i.e. from complaint to final Summary action).	Board Date/ Monthly/ 1 month lag	Jan-15	Feb15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	0ct-15	Nov-15
Acupuncture												
Audiology/Hearing Aid Dispenser/Speech Language Pat	thologists											
Chiropractic and Massage Therapists												
Dental												
Dietetic Practice												
Morticians and Funeral Directors												

Nursing											
Nursing Home Administrators											
Occupational Therapy											
Optometry											
Pharmacy	118	0	0	0	84	104	59	43	0	97	97
Physical Therapists											
Physicians											
Podiatry											
Professional Counselors and Therapists											
Psychology											
Residential Child Care											
Social Work											

Strategy E: Support the Veterans Full Employment Act.

Number of Identified Veterans and Spouses Licensed During the Month	Board Date/ Monthly/ 1 month lag											
		Jan-15	Feb15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Acupuncture												
Audiology/Hearing Aid Dispenser/Speech Language Pat	thologists											
Chiropractic and Massage Therapists												
Dental												
Dietetic Practice												
Morticians and Funeral Directors												
Nursing												
Nursing Home Administrators												
Occupational Therapy												
Optometry												
Pharmacy		0	0	0	0	0	1	0	0			
Physical Therapists												
Physicians												
Podiatry												
Professional Counselors and Therapists												
Psychology												
Residential Child Care			<u> </u>									
Social Work												

generally takes 1 month to process the data and make it available.

uploaded 7/15/2014 ms

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Dec-15

32

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Dec-15

Dec-15